

As of 4pm on January 12, 2007, the ValueOptions North Carolina Medicaid fax service has been restored. The Verizon cable that was destroyed by road construction has been replaced. Providers may now send or resend any faxes held or that failed to transmit during the outage period (1/6/07 – 1/12/07)

All faxes received after January 12 with a service start date between January 6 and January 12 will be considered to have been received by ValueOptions on January 6.

Please note: If you submitted a service request telephonically or by mail, do not send another request by fax. This creates duplicate requests.

ValueOptions appreciates your patience and understanding about this unexpected event.